3rd Regional Steering Committee Meeting for the GEF/SPC/UNDP Project Entitled: "Ridge to Reef – Testing the Integration of Water, Land, Forest & Coastal Management to Preserve Ecosystem Services, Store Carbon, Improve Climate Resilience and Sustain Livelihoods in Pacific Island Countries"

Townsville, Australia, 29th July 2018

Status of Website and Associated Databases

This document presents the status of the website and associated databases, and proposed enhancements to the existing system to support a programme website within the context and implementation of the Communications and Knowledge Management Strategies based on the needs outlined in the Pacific Ridge to Reef regional programme and project documents.

The Pacific R2R Third Regional Steering Committee is invited to consider the proposal for enhancements and maintenance of the programme website and associated databases and regional and national inputs for the development. The Committee is also invited to deliberate on the proposal for implementation by the Regional IW R2R project, and to seek the interest and commitment of national R2R STAR projects to develop and maintain their respective project pages.

1. Overview

The GEF Pacific R2R Programme aims to achieve the sustainable development of Pacific SIDS within a truly integrated environmental and natural resource management framework. The goal of the programme is "to maintain and enhance Pacific Island countries' ecosystem goods and services (provisioning, regulating, supporting and cultural) through integrated approaches to land, water, forest, biodiversity and coastal resource management that contribute to poverty reduction, sustainable livelihoods and climate resilience."

The programme supports and addresses national priorities and development needs of 14 Pacific Island Countries while delivering global environmental benefits by focusing on a more cross-cutting approach to water, land and coastal management.

The programme is also GEF multi-focal area, multi-GEF agency and multi-country programme1 that guides the coordinated investment of GEF grant funding across its focal areas of biodiversity conservation, land degradation, climate change adaptation and mitigation, sustainable land, sustainable forest management, and international waters in Pacific Small Island Developing States.

The programme also guides the mainstreaming of gender and culture issues, and the effective engagement of young people, in environmental and natural resource management. Is supported in areas of science-based planning, human capital development, policy and strategic planning, results-based management, and knowledge sharing through a regional GEF International Waters project which is executed regionally by the Pacific Community.

The programme has a Regional Programme Coordinating Unit (PCU), hosted by the Pacific Community's Geoscience Division in the Fiji Islands, which is tasked with the provision of technical, operational, reporting and monitoring support as requested by the participating Pacific Island Countries.

2. Rationale

A core component of the regional project and RPCU includes Component 4: Regional and national 'Ridge to Reef' indicators for reporting, monitoring, adaptive management and knowledge management. As part of Component 4 are key outputs, including:

4.1.2 Unified/harmonized multi-focal area results tracking approach and analytical tool developed and proposed to the GEF, its agencies and participating countries.

4.2.1 Regional 'ridge to reef' communications strategy developed and implemented and assistance provided to national R2R project including partnerships with national and regional media and educational organizations.

4.2.3, is the establishment of the Pacific R2R Network, an online platform that supports regional and national online portals containing among others, databases, rosters of national and regional experts and practitioners on R2R, register of national and regional projects, repository for best proactive R2R technologies, lessons learned among others.

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[1] The programme is a multi-agency initiative involving the United Nations Development Programme (UNDP), the United Nations Food and Agriculture Organization (FAO), and the United Nations Environment Programme (UNEP) as GEF implementing agencies. It also provides coordination support by the Pacific Community (SPC), a regional intergovernmental organisation that works with Pacific Nations in a wide range of areas relevant to programme implementation. The programme promotes results-oriented approaches to programme delivery and reporting, including the harmonization of GEF results reporting frameworks with the SAMOA Pathway and the Sustainable Development Goals. It also captures and shares examples of best practices and lessons learned to guide the uptake of locally appropriate and effective approaches to the sustainable development of the Pacific's Small Island Developing States.

3. Status of Website and associated databases

(adapted from Pacific R2R Communications and Knowledge Management Strategies, 2016)

KPI	Indicators	Measureable Indicators (End of Project Targets)	Status
KPI 1 – Capture of data, information and knowledge products	Functionality, effective operation and use of EMIS	Data capture	IW R2R Regional Project RAPCA trial in Vanuatu - July, 2018
		Development and use of EMIS	SPC-GEM Division, Geo-Informatics team engaged to develop EMIS Information Analyst engaged part time for 3 months, full position in recruitment (July 2018)
	Knowledge and product capture	Partnerships formalized for capacity building and sustainability	Partnerships under negotiation. Partnership proposal received (October 2017).
		At least 100 users	86 registered users (2017)
		14 State of the Coast Reports	1 RAPCA and 4 IDA Draft Reports - ongoing
		5 media events	3 media events
		5 media releases	3 media releases
		1 promotional video, 4 x short videos on lessons learned, 1 x 20" documentary	1 promotional video, 2 short videos on lessons learned
KPI 2 – KM technical systems developed and integrated for optimal performance	Number of websites, webpages, online discussion forums, database and repositories developed	1 overarching website	Developed - October, 2016
		14 country webpages	Developed - October, 2016
		EMIS including GIS Database(s)	In development
		Multi-media repository (publications, video, photographs)	Developed - October, 2016
KPI 3 – KM activities are monitored for overall effectiveness	Measuring sharing, access and feedback	Harmonized Results Reporting	Concept developed and trialled
		Social Media monitoring and analytics	Twitter 151 Followers, 503 Likes
			Facebook 3984 Followers

4. Key lessons learned

Communications and Knowledge Management activities are an integral part of the R2R Programme supporting the process of capturing (and distilling), creating, storing, sharing, and effectively using knowledge.

Some of the key issues to implementation, consistent with the risks highlighted in the KM Strategy (2016), include:

1. Incentivization of programme and project communications and knowledge sharing;
2. The online platform and website functionalities support the on-going demands of the programme and projects;
3. Sufficient resourcing to operationalize the strategy – data and information collection, publications, storage and dissemination;
4. Specific accountabilities and identification towards content developers/development.

To resolve the issues and support programmatic implementation of the Communications and Knowledge Management Strategies, it is recommended that:

1. Communications and Knowledge Management Strategies for STAR/IW is clearly incorporated in to job descriptions, terms of reference, and work plans as appropriate and shared with RPCU for consolidation;
2. Online platform and website functionalities is reviewed to ensure it supports the on-going demands of the programme and projects;
3. Content developers are provided the technical assistance, capacity building and tools to capture, record, package, store and communicate;
4. A costed annual communications and knowledge management work plan by the RPCU is submitted for the approval of RSC.

Table 1: Summary of objectives, and revised features, required inputs, and technical and human resource needs for the implementation of the GEF Pacific Ridge to Reef Programme website and associated

Website Objectives	Features to Maintain and Develop	Required Inputs (Content Development)

1. Ensure that all regional and national level outputs of the GEF R2R programme are accessible online, and can be easily searched and downloaded;
2. Maintain and continuously update the database of contact details for all individuals and organizations involved in GEF R2R programme implementation;
3. Maintain and expand the online network of institutional websites relevant to GEF R2R implementation;
4. Establish and regularly update information pages about that status of R2R programme implementation and results;
5. Provide timely information to project partners about project progress, status and events;
6. Create and regularly update knowledge repositories of outputs from R2R activities, including best practice;
7. Extend and ensure syndication of regional, national, and site level news to project partners;
8. Increase the online sharing of information between/among project network members;
9. Enhance the online visibility of R2R project activities and outputs.
	Information/Data Management
	    Regional web-based GIS for compilation and update of site-based/coastal area data (including inter-linked meta database)
	    Web-based analytical tool for assembly and analysis of data on programme status/results (including dash-boarding tool and geospatial presentation of programme results)
	Knowledge Capture and Sharing
	    Harmonized results reporting tool
	    14 national project information pages with dashboard of national project implementation
	    Online catalogue of best practice management approaches and technologies
	    Online register of experts and practitioners
	    Searchable repository of policy documents
	    Online database of past and present projects and programmes
	    E-forum for informal information and knowledge exchange
	    Knowledge repositories (publications, multi-media (documentaries and instructional films etc)
	Training and Capacity Building
	    Training database
	    Training portal for R2R post-graduate training programme (50+ participants) Link to JCU website.
	Outreach
	    Overarching website for the R2R programme (include best practice SEO), including links to institutional websites
	    Mobile applications for real-time updating of website news from project partners
	    Web-based competitions for awareness
	    Social media integration for syndication of programme news/info
	    R2R Google Earth layer (or equivalent)
	Project Management
	    Cloud-based project reporting (quarterly)
	    Online campaigns, including tools and mechanisms for resource mobilization
	Website Analytics
	    Automated monthly detailed report on website analytics to include: country, age, gender
		Regional Co-ordination
		    Publication of documentation and other project outputs
		    Consolidation of contact details for R2R experts and practitioners roster
		    Periodic update (monthly) of partner contacts database and e-mailing lists
		    Project and harmonized results reporting (framework, planning and reporting templates, monitoring manual – baseline data and monitoring of key indicators)
		    Regional news and screening of national news contributions
		    Update of project events calendar
		    Periodic (monthly) update of regional information repositories (documents, multi-media, training, awareness)
		    Stimulation of e-fora discussions
		    Annual online competitions.
		
		National Execution lead by National Project Managers and Coordinators STAR/IW
		    Establish and maintain links from websites of national orgs to R2R website
		    Contributions of results reporting, project news and information, required inputs to databases
		    Collation and upload of new information and data (meta-data, policy documents, project information) directly to website
		    Project and harmonized planning, results reporting
		    Upload of national outputs (publications, multi-media etc) to site
		    Participation in e-for a

databases.

5. Proposal for enhancements towards a programme website and associated databases

To ensure that all the programme website objectives are satisfied as they relate to the achievement of the programme and project deliverables, a Terms of Reference has been enhanced to facilitate an upgrade to the existing website. The revisions to the summary of a programme website and associated database needs, include:

Knowledge Capture and Sharing

> Harmonized results reporting tool
> 14 national project information pages with dashboard of national project implementation

National Execution lead by National Project Managers and Coordinators STAR/IW

> Establish and maintain links from websites of national organizations to R2R website
> Contributions of results reporting, project news and information, required inputs to databases
> Collation and upload of new information and data (meta-data, policy documents, project information) directly to website
> Project and harmonized planning, results reporting
> Upload of national outputs (publications, multi-media etc) to site
> Participation in e-fora

Please refer to the details of the TOR, marked Annex 1.

The TOR for a web developer and data/information systems expert to:

> Review the summary of website and associated database needs and the current website architecture, functionality and content and submit a proposal to redesign, develop, deploy and maintain (including technical support) the website in line with international standards and best practice;
> Develop the proposed website and associated databases and repositories;
> Provide appropriate training and materials for maintaining the system;
> Launch fully functional website;
> Provide full technical support for 3-months prior to a handover to the regional R2R project;
> Provide on-demand technical support until March 2020 (project end).

This document presents the status of the website and associated databases, and proposed enhancements to the existing system to support a programme website within the context and implementation of the Communications and Knowledge Management Strategies based on the needs outlined in the Pacific Ridge to Reef regional programme and project documents.

The Pacific R2R Third Regional Steering Committee is invited to consider the proposal for enhancements and maintenance of the programme website and associated databases and regional and national inputs for the development. The Committee is also invited to deliberate on the proposal for implementation by the Regional IW R2R project, and to seek the interest and commitment of national R2R STAR projects to develop and maintain their respective project pages.

ANNEX 1

Terms of Reference
Upgrade and Maintenance of
Pacific Ridge to Reef Regional Programme Coordinating Unit
Website and associated databases
Pacific Community (SPC)

1. **Programme Context**

The GEF Pacific Ridge to Reef Programme supports sustainable development of Pacific Small Island Developing States (PSIDS) in an integrated environmental and natural resource management framework.

The goal of the programme is: "To maintain and enhance Pacific Island countries' ecosystem goods and services (provisioning, regulating, supporting and cultural) through integrated approaches to land, water, forest, biodiversity and coastal resource management that contribute to poverty reduction, sustainable livelihoods and climate resilience."

The programme is a GEF multi-focal area programme that aims to guide coordinated investment of GEF grant funding across its focal areas of biodiversity conservation, land degradation, climate change adaptation and mitigation, sustainable land, sustainable forest management, and international waters in PSIDS.

Funded by the Global Environment Facility, implemented by the United Nations Development Program, United Nations Environment and the United Nations Food and Agriculture Organization, the regional project and Regional Programme Coordination Unit is executed by the Pacific Community (SPC) Geoscience Energy and Maritime Division (GEM).

The regional project and regional programme coordinating unit (RPCU) provides the primary coordination vehicle for the national R2R STAR projects that are part of the Pacific R2R Programme, by building on nascent national processes from the previous GEF IWRM project to foster sustainability and resilience for each island through: reforms in policy, institutions and coordination; building capacity of local institutions and coordination to integrate land, water and coastal management through on-site demonstrations; establishing evidence-based approaches to ICM planning; improved consolidation of results monitoring and information and data required to inform cross-sector R2R planning approaches.

The programme operates across 14 Pacific Small Island Developing States (SIDS), including:
Cook Islands, Federated States of Micronesia (FSM), Fiji, Kiribati, Nauru, Niue, Palau, Papua New Guinea (PNG), Republic of the Marshal Islands (RMI), Samoa, Solomon Islands, Tonga, Tuvalu and Vanuatu.

A core component of the regional project and RPCU includes:

Component 4: Regional and national 'Ridge to Reef' indicators for reporting, monitoring, adaptive management and knowledge management. As part of Component 4 are key outputs, including:
Output 4.1.2 Unified/harmonized multi-focal area results tracking approach and analytical tool developed and proposed to the GEF, its agencies and participating countries.

Output 4.2.1 Regional 'ridge to reef' communications strategy developed and implemented and assistance provided to national R2R project including partnerships with national and regional media and educational organizations.

Output 4.2.3, is the establishment of the Pacific R2R Network, an online platform that supports regional and national online portals containing among others, databases, rosters of national and regional experts and practitioners on R2R, register of national and regional projects, repository for best proactive R2R technologies, lessons learned among others.

1.1 Target audience
Target audiences include:

14 Pacific Island national governments and publics
Donors and Partners
SPC
National Project Managers
Media
Academic and Research Institutions
General Public (Pacific Island internet connectivity and online access to be considered)

2. **Website and Application Development**
The consultant will be required to:

Review the TOR, the summary of website needs (attached) and the current website architecture, functionality and content and submit a proposal to redesign, develop, deploy and maintain (including technical support) the website in line with international standards and best practice;
Develop the proposed website and associated databases and repositories;
Provide appropriate training and materials for maintaining the system;
Launch fully functional website;
Provide full technical support for 3-months prior to a handover to the regional R2R project;
Provide on-demand technical support until March 2020.

2.1 Website objectives:
2.1.1   Ensure that all regional and national level outputs of the GEF R2R programme are accessible online, and can be easily searched and downloaded;
2.1.2   Maintain and continuously update the database of contact details for all individuals and organizations involved in GEF R2R programme implementation;
2.1.3   Maintain and expand the online network of institutional websites relevant to GEF R2R implementation;
2.1.4   Establish and regularly update information pages about that status of R2R programme implementation and results;
2.1.5   Provide timely information to project partners about project progress, status and events;
2.1.6   Create and regularly update knowledge repositories of outputs from R2R activities, including best practice;
2.1.7   Extend and ensure syndication of regional, national, and site level news to project partners;
2.1.8   Increase the online sharing of information between/among project network members;
2.1.9   Enhance the online visibility of R2R project activities and outputs.

2.2 Website features:

2.2.1   Information/Data Management

Regional web-based GIS for compilation and update of site-based/coastal area data (including inter-linked meta database)

Web-based analytical tool for assembly and analysis of data on programme (Regional IW R2R and National STAR Projects) indicators along the GEF Focal Areas and that of the relevant Multilateral Environmental Agreements (such as but not limited to Aichi Target, Sustainable Development Goals, UNFCCC), status/results (including dashboarding tool and geospatial presentation of programme results). This web-based (with an offline version housed in each of the 14 PICs plus the regional repository) database and analytical tool is capable of capturing national and regional data, and real-time reporting of programmatic status of implementation particularly reporting of results.

2.2.2   Knowledge Capture and Sharing

Results reporting tool for 14 countries and 28 national projects tracking project implementation

Online catalogue of best practice management approaches and technologies

Online register of experts and practitioners

Searchable repository of policy documents

Online database of past and present projects and programmes

E-forum for informal information and knowledge exchange

Knowledge repositories (publications, multi-media (documentaries and instructional films etc)

2.2.3   Training and Capacity Building

Training database which can generate summary reports to include information on sex disaggregated participation, position, organizational affiliation, cross-referenced to the type of training, among others as maybe defined during the inception phase of the website development.

Training portal for R2R post-graduate training programme (50+ participants)

Link to JCU website.

2.2.4   Outreach

Overarching website for the R2R programme (include best practice SEO), including links to institutional websites

Mobile applications for real-time updating of website news from project partners

Web-based competitions for awareness

Social media integration for syndication of programme news/info

R2R Google Earth layer (or equivalent)

2.2.5   Project Management

Cloud-based project reporting (quarterly and annually)

Results reporting

2.2.6   Communications monitoring and evaluation:

Integrated website and social media analytics capability

2.3 Technical and operational needs

2.3.1 Web-hosting

Commercial high capacity web hosting in secure data centre with technical support;

PHP5, CGI, SSI capabilities;

Zero downtime assurance;

In any case of technical issues/error, consultant will recover the website from the backup and assist in getting the website up and running again;

Daily automated backup must be taken;

Unlimited space on server should be provided;

Unlimited data transfer should be provided;

If the GEF Pacific R2R programme decides to migrate the website to another server/location/company, the consultant will undertake responsibility for performing the migration.

2.3.2 Website maintenance – Content Management System (CMS)

Upgrades of selected CMS and supporting software modules as required (-40 upgrades/yr)

2.3.3 Data Management and System

Full daily back-up on server (automated)

Back-up downloaded weekly and stored on hard disk and DVD (DVD checked with MD5 to ensure no data loss)

Back-up deployed and maintained on test server (monthly) to ensure no data corruption.

A nationally-enabled server as offline repository of national data and information.

2.3.4 Support/Capacity Building

Update user manuals and conduct training as required

Assist web users online

2.4 Further web development requirements:

2.4.1 Integrated and Interactive Website Design

Consultant will be required to show-case best design options and elements in delivering an integrated, engaging and functionally effective website, in consultation with Team Leader Science and Technology, Monitoring and Evaluation Adviser, and Communications and Knowledge Management Adviser.

2.4.2 Ease of Access

GEF project stakeholders should be able to search and access the website and information with ease, including in remote areas in the Pacific Islands.

2.4.3 Secured and Authenticated Web Access

Website should be secure through SSL Certificate and access to website should be authenticated.

2.4.4 Multi-Media Management System

Website should enable document upload (any file format) with description – who uploaded, date of upload, file format etc, creation of new relevant page (if required), mouse over description on file name (compatible with major OS and

browsers). Image uploads should be uploaded with mandatory key words/tags/fields (to be decided later), for Search Indexing.

2.4.5   Pacific R2R Programme Products, Knowledge and Reports Repository
A repository of multi-media galleries which will include a variety of formats of documents, photographs and images, audio, video, and databases. This should be easy to navigate, search and access. Galleries should enable:
Auto thumbnail for quick view in to photo gallery
Caption, date uploaded, copy right information for video and audio
Option for download and viewing size and quality of photographs and video
Create folders and sub folders
Share via email and social media
Give star ratings and commentary enabled

2.4.6   Online Discussion Forum
Interactive information and knowledge sharing and commenting system (e-Forum) to support Online Communities of Practice. A draft policy could be uploaded with options of inviting members to share their comments (example Google Docs).

2.4.7   Online Surveys and Poll
Be able to conduct surveys (with at least 20 to up to 100 questions) and polling/voting system also available.

2.4.8   Level of Access Rights (Public/Private)
Users with read permission
Users with Read and Write Permission
Users with Read, Write and Delete Permission
Administrator

2.4.9   Search
Website will have basic and advanced capabilities

2.4.10   Analytics
Provides usage analysis, monthly report. This will provide information on access, what documents are uploaded, downloaded, page access, click rate. Analytic features to be determined in consultation with the CKM Advisor.

2.4.11   Archive
Customized automated archive of documents, articles, data, video, discussions, polls, surveys etc.

2.4.12   Alerts (For promotions)
Generate email alerts for members, customized based on preference of information/frequency.

2.4.13   The website should also include:
Interactive mobile friendly design and blogging capabilities; Intuitive website forms for contact; Social integration from offsite sources; best practices for SEO in all web pages; Google Earth layer; Link to IW:LEARN, SPC, GSD, partner websites (including relevant national-level partners).

2.4.14 The web-site should be able to draw data and information from the associated databases that the Pacific Regional Programme will designate especially as regards the databases containing the RAPCA, IDA, and other data that will be utilized to support the Dashboard for Programmatic Reporting of results.

3. IT Acceptance Criteria

All web design, development and deployment will be done by the consultant in consultation with the CKM Advisor. The consultant will provide all documentation including installation guide/Standard Operating Procedures (SOP) which should clearly state how to manage the website, details of the database, environment and its configuration.

Services would be considered to have been delivered when:
The website is fully developed and functional, and all requirements outlined in the TOR are satisfied;
The End User training and administrator and user manuals are complete and all the users of the application can operate the systems effectively.

The website design should follow an iterative development process with the involvement of the Regional Programme Coordination Unit (RPCU), and changes have to be accommodated as the website concept and design evolves. The consultant should provide alternate home page and sub-page design mocks for final approval by the RPCU.

4. Training/Maintenance and Support

4.1 The consultant will host the website during the development process and for 12 months after completion. Weekly back-up downloaded should be provided to Pacific R2R during this period in addition to daily automated back-ups;

4.2 If required the consultant will transfer the website to specified web server after completion of development;

4.3 The consultant will provide **maintenance until March 2020 (after 3 months warranty)** and technical support for the website as per details below:

Troubleshooting: In case site is down, any link is broken, any functionality not working correctly etc.
Technical Assistance: In case web site needs to be migrated from one server to another, any patch up gradation on Open Source CMS and server etc.
Remote support for assistance in changing/editing/modifying modules, webpage via call or emails (if at all required).
Bug fixes for any existing functionality.
Uploading and management of content and databases.

4.4 **Training for Users and Administrator** on using the website with manuals for 2 users and 1 administrator. Technical training will be provided with administrator manual (with screenshots) which will include detailed Data Table Structure as well. Update user manuals and conduct training as required;

4.5 Support website maintenance, uploading materials, webpage layout, and troubleshooting as required;

4.6 Regular scans of website, software and associated applications for spam and automated sign-ups;

4.7 Assist web users online as required;

4.8 Upgrades of the content management system and supporting software modules as required (~40 upgrades/yr).

5. **Technology:**
Preference is to develop the website either on PHP or Open Source CMS technology.

6. **Warranty:**
The consultant should provide 3 months as warranty/technical support after the development of the website.

7. **Proposed timeline:**
The consultant should provide a complete detailed timesheet of individuals involved in time of task delivery.

8. **Timeline and deliverables**
The assignment will be considered complete on delivery of:
8.1 Consultant must submit a proposal addressing the project's website and associated database needs, international standards and best practice;
8.2 Discuss/submit proposed website design, wireframe, Software Requirement Specification (SRS) and other solutions, before final stage of programming;
8.3 Development and demonstrate prototype to RPCU for approval;
8.4 Training of programme staff on CMS and maintenance of website with appropriate training and user manuals (October);
8.5 Development of fully functional website and associated databases, and content migration (1 November);
8.6 The consultant to run the completed website through a Website Security Auditor Company for security
Check.
8.7 Successful launch new website;
8.8 Provision of full technical support for 3-months prior to a full handover to the regional R2R project.